

The Office of Disability Services,  
Finding your key to unlocking  
the future...



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Welcome from the Director, Malissa Larson

Welcome to Western Oregon University. It is truly a pleasure to welcome you to our campus! The decision to pursue a degree, whether it is a Bachelor or Graduate degree, is a life changing event, and the transition from high school, community college or the workforce, can be an overwhelming and intimidating task. The staff at the Office of Disability Services is dedicated to helping the transition to Western Oregon University be as straightforward as possible.

As part of the Student Affairs division at Western, the Office of Disability Services provides reasonable accommodations to students and community members with documented disabilities in order to access Western Oregon University and its programs. Western Oregon University and the Office of Disability Services is committed to fostering students' academic, personal, and professional growth; educating students to respect and appreciate diversity; and prepare students to be responsible and engaged citizens in a global community.

Once a student has been approved for accommodations, a letter detailing the approved accommodations will be sent to the student. Upon approval for services, students utilizing Interpreters should contact Susie Friberg to set up an appointment for orientation to the Office of Disability Services. Students utilizing all other accommodations should contact Earlee Kerekes-Mishra for an orientation to the Office of Disability Services. Students interested in a modification to the approved accommodations should fill out the ***Request to Add or Alter Approved Accommodations*** form. I am always happy to meet with students regarding their needs, and appointments can be made by contacting Mollie at 503-838-8250.

Welcome to Western!

Malissa B. Larson

## **Mission Statement**

The Office of Disability Services (ODS) provides reasonable accommodations to ensure that students with disabilities have access to Western Oregon University (WOU) and its programs through intentional interventions, programs, and services in order that WOU will meet federal requirements, encourage personal growth, and increase effective communication for our students.

## **Federal Compliance Statement**

This office is the official University department to review and house disability documentation as designated by Section 504 of the Rehabilitation Act of 1973, as amended.

The Office of Disability Services is located in the Academic Programs and Services Center (APSC) room 405 and is open from 8 a.m. until 5 p.m. Monday – Friday, following the Holiday schedule set forth by the University.

## **Staff Directory**

Malissa Larson, Director	larsonm@wou.edu	503-838-8250
Susie Friberg, Interpreter Coordinator	fribergs@wou.edu	503-838-8305
Earlee Kerekes, Accommodations Coordinator	kerekese@wou.edu	503-838-8591
Louann Brant, Administrative Assistant	brantl@wou.edu	503-838-8250
ODS Fax #		503-838-8721
ODS E-mail		ods@wou.edu

# Current Student Orientation

## Your Confidential File

Disability Services (ODS) establishes a confidential file for each student once the student applies for services. In your file, ODS keeps information based on each contact you make with our staff, as well as copies of signed contracts and service letters. We also keep copies of alternative test arrangement forms. Any information sent out on your behalf or information received by our department is kept in your file. If you have questions about the information in your file, or to request to see your file, please feel free to speak with the professional staff.

## Confidentiality

All disability documentation presented to ODS will be kept in a confidential file. Access to this information is restricted to office personnel only. ODS will not release any disability specific information without a completed Release of Information form, identifying the person(s) with whom you would like for us to share information. The Release of Information form must be in writing and once completed you have the right to revoke a release of information at any time.

## Requesting Services

In order to request services, an orientation to the Access Information Management (AIM) system is required. This system will be used to request all classroom accommodations. The orientation takes approximately 10-15 minutes to complete. Once completed, AIM provides accommodation requesting access 24 hours a day. Registering for accommodations or services through the AIM system is not the same as registering for classes through the registrar's office. Each office needs to be notified with class changes. You must first register for classes through the Wolfweb system or the WOU registrar's office. Next you need to register those classes that you wish to receive an accommodation or service in the AIM system. If you do not want to receive or need accommodations or services for a class, there is no need to register that class in the AIM system.

**Please note:** this system is only **monitored** throughout the day, Monday through Friday, 8 am until 5 pm.

At the orientation, you will be given a temporary username and password for the AIM system. You will be prompted to change your username and password we strongly encourage you to use the same username and password you use for logging on to the university system (ekerekes08). After updating the information, the system will require you to log-in with the newly created information.

**Please note:** If you cannot remember your password for the AIM system, please contact ODS as soon as possible. The AIM system will allow three (3) attempts at log-in. After the third attempt, you will be locked out of the system and will be required to contact ODS to reset the username and password.

After logging in to your account for the first time, the screen will prompt you to update your personal information profile including emergency contacts, current address, and current major selected. You will be prompted to update personal information in the AIM system each term so that current information is on file.

### **Requesting Accommodations**

On the My Dashboard section of the AIM system is where you will add a class(es). You will need to enter the Class Registration Number (CRN) in the row of boxes on the screen that appears. Once finished entering the CRN's, click the "continue" box at the bottom. The next screen will show a blue bar that identifies the class. The area under the blue bar will identify the instructor and class information. Please make sure the name of the instructor identified in this area matches the name on your registration in Wolfweb. If these two instructor identifications do not match, please notify ODS as soon as possible. In the following section, you will choose the accommodation(s) to be used for that specific class. You may choose all options or a combination of the accommodations to be utilized. Once the accommodation(s) have been chosen, click the "Submit your accommodation request" box at the bottom.

The next screen will show the Accommodation Detail for the class. If the accommodation request was successfully entered into AIM, please log in again or check with ODS in one business day (**during the term**) to check the status of the request. Under the blue bar will identify the status of the accommodation request, the instructor, the date the request was registered, when the request was updated, notification status, time and date range for the class, location of the class, and the service(s)/accommodation(s) requested.

The status of the request will be labeled approved, cancelled, or processing. Each service requested is subject to departmental approval based upon the type of class, location of the class, and request. An approved accommodation status means the accommodation request will be provided exactly how the request was stated. A cancelled accommodation status means that you are no longer requesting the accommodation. A processing accommodation status means that the staff at ODS has not determined the accommodation request as approved at that time. During the term, accommodation requests are assessed on a daily basis. The date of the approval for an accommodation will be entered when approved.

Professors are notified of the accommodation(s) that have been requested in their classes. The professor will receive this notification by email. The letter will state your name and the accommodations that will be provided in the class and will also instruct the professor to keep this information confidential. The professor will not know the nature of your disability, and it is your right to choose whether or not to disclose that information to the professor. The date the

letter of notification is sent to the professor will be entered into the system when the letter is sent and will appear on the notification line of the Accommodation Detail.

### **Note Takers**

When a note taker has been requested for a class, the system will match up a note taker that is enrolled in the class with the request. The note taker will be given your name and email address. All notes are uploaded into the AIM system, and provide the student with access at any time. When logged into your AIM system, on the left side of the screen under “My Accommodations” click on the Notetaking Services link. This link will take you to your notes, stored by class. You can either save your notes to your computer or print your notes. If you are not receiving requested notes on a regular basis, or at all, or the notes are not meeting your need please let the notetaking coordinator know as soon as possible.

**Please note:** If you would prefer note takers not have your name and email address, the staff can mark your note taking requests as confidential in the system.

### **Alternative Testing**

Once your request for alternative testing has been approved, it is your responsibility to meet with each professor one-on-one to arrange a **testing contract** through the AIM system. You will be prompted to check a box to acknowledge collaboration with the professor to build the contract for the class, with the understanding that if this collaboration did not happen, you may lose accommodations for that class for the term. ODS suggests meeting your professor during the first or second week of the term to complete the testing contract. Once the contract has been submitted, you can then add a test date and time. You can re-enter the system at any time and submit as many test dates and times as needed for the class. **The AIM system and the Office of Disability Services require a minimum of a five business (5) days notice for all quizzes, midterms and finals.**

**If for some reason you are unable to attend your exam, please notify the Office of Disability Services. It is your responsibility to notify the professor and make alternative arrangements for an exam at ODS that you have missed.** If you have a medical reason related to your disability that prevents you from taking your exam, please notify ODS as soon as possible, it will still be your responsibility to contact your professor and make alternative arrangements.

### **Books in Alternative Format**

When in your AIM system you will need to mark the accommodation of books in alternative format, or E-text, from there the Office of Disability Services searches the Western Oregon University Disability Services digital textbook library, bookshare.org, and attempts ordering an “alternative format” from the publisher before cutting the bindings on textbooks. Once a book

is provided, either by you or the publisher, ODS text reproduction takes approximately 7 to 10 business days to complete. A step-by-step process is outlined below:

Converting textbooks to digital format is a four step process.

1. Once proof of purchase is documented, we cut the binding off the book. This is necessary for the text to run properly through the scanner. After scanning, ODS has the book re-bound.
2. Once the book is scanned we convert it from image files to text and edit it to make sure it's readable.
3. After editing is finished, then we run the text to audio. This means the computer reads the text and converts the book to an audio format.
4. Finally, we burn the voiced book to a compact disc and make a label.

Remember the conversion process was made to enable you, the user, to understand your text more completely. There are options available to enhance the listening experience such as, different voices and speeds. Please contact Earlee Kerekes to discuss these options.

### **Typewell Services**

A student can request Typewell services for classroom use through the AIM system. A Typewell transcriber may be placed in the class or a remote transcriber may be utilized through Skype. Please see Appendix B for the Typewell student agreement.

### **ASL Interpreter Services**

Classroom requests for Interpreters will be available for students when a class is registered on AIM. For non-classroom Interpreter requests such as an event sponsored by an organization on campus, meeting with your professor, meeting for a class assignment or study group, or another office on campus, you will need to fill out a ***Miscellaneous Interpreter Request Form*** (see below). ODS needs at least **72 hours' notice** to be able to arrange an interpreter. However, the earlier you notify us that you need an interpreter, the easier it is to arrange. **If the event is scheduled to last all day or overnight, we need a minimum of one-week notice.** Please fill out this form as completely as possible and include your current contact information.

**Miscellaneous Interpreter Request Form**  
 Submit no later than two working days before the event. If the event is expected to last all-day or overnight, one-week notice is required.

Day of the week: Monday Date: 03/14/05

Time: FROM 1:00 a.m. or p.m. TO 2:00 a.m. or p.m.

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Type of activity: Comedian

Is this related to a class? Yes  No

If so, which class? \_\_\_\_\_

Who is the usual interpreter for this class? \_\_\_\_\_

Location: ODS Room: 405

Person Receiving Services: John Doe

Phone: 503-838-8250 E-mail: ods@wow.edu

One-on-One  
 Group Discussion  
 Platform  
 Study Group
  Formal  
 Casual  
 Recreational
  Other \_\_\_\_\_

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Office Notes:

Requested by: \_\_\_\_\_ Dept.: \_\_\_\_\_ Phone #: \_\_\_\_\_

### Interpreter Policies and procedures

Interpreters will wait outside the classroom for 15 minutes for a 1 hour class and 30 minutes for a 3 hour class. If you do not show up, the Interpreter will immediately return to the ODS office and inform the Interpreter Coordinator. The Interpreter may be placed in another assignment. If you miss the same class three (3) times without sufficient notification, interpreting services will be suspended until you make an appointment with the Director of ODS. Any notification of cancellation that comes into the office less than 24 hours before the class time will be considered a no-show and will be documented as such.

If your interpreter does not show up for an assignment, you should contact ODS as soon as possible. If there is another interpreter available, they will be sent as a substitute. ODS will follow up with the employee concerning their absenteeism and take appropriate action.

**Please see *Working with Interpreters: Student Responsibilities* in Appendix B.**

### Field Experience Request

If you are participating in an off-campus field experience, which may include K-12 teaching experiences or other internships/externships, you will be required to fill out a **Field Experience Request** form each term. This will provide ODS with the needed information to ensure accommodations or services are in place in a timely manner.

## **Service Animals**

The ADA defines a service animal as “any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. The ADA authorizes places of public accommodation to impose restrictions if it is a safety requirement.

The “ADA contains no blanket policy mandating the places of public accommodation permitting service animals under all circumstances” (Kincaid, 1966, p. 16). With regard to a university/college, there may be possible restrictions of service animals in clinical practice of nursing and health sciences programs, in food services programs, or in laboratories that can pose a safety risk. These exceptions would need to be considered individually to determine whether the service animal poses a possible danger and if other reasonable accommodations can be provided.

It is the handler’s responsibility to ensure the safety of the animal, the individual and other people participating. While legal access rights are afforded to users of assistance animals, with that comes the responsibility of ensuring that the animal behaves and responds appropriately at all times in public and that the partner/handler, as a team, are to adhere to the same socially acceptable standards as any individual in the community.

## **Priority Registration**

Students who maintain an active file in ODS are eligible for priority registration. Priority Registration is available one week before registration opens for all other students at WOU. ODS allows you to register early in order to plan ahead for the accommodations you will need for the coming term.

## **Advocacy**

All students have the opportunity to receive assistance in understanding the policies and procedures of the University in order to communicate with the faculty and staff. ODS promotes self-advocacy and assists students with these skills. If you are interested in this assistance please make an appointment with the Office of Disability Services as soon as possible.

## **Changing accommodation requests**

When adding or dropping accommodations for classes with ODS, it is not the same as adding or dropping classes with the Registrar’s Office. Likewise, when you add or drop a class with the Registrar’s Office, it is not the same as adding or dropping accommodations with ODS.

When cancelling a classroom service, you will need to click on the **Student** tab when you log into the AIM system. The current term that you are registered for will be highlighted in **blue**.

When you click on either the term or the class highlighted in blue the screen will show all available information for the class(es) including date, time, location and service(s) requested. This page will also show the class in a blue bar. When interested in dropping an eligible service, click on the class in the blue bar written in **white**. You now have the choice to cancel the entire class, or drop any of the eligible services for that class. If cancelling the entire accommodations request, select a reason from the drop down menu and click the “submit” button. If you wish to change an eligible service, remove the service by clicking on the checkmark which will clear the box, then click the “update” box at the bottom.

If you need to cancel a service for any request other than a classroom request, such as an Interpreter for a meeting, table or chair request, or a book in alternative format, please contact ODS as soon as possible.

### **Add or Alter Approved Accommodations**

When you would like to request additional accommodations or alter the existing approved accommodations, you will be need to complete the ***Request to Add or Alter Approved Accommodations*** form. This form can be located on the ODS website at <http://www.wou.edu/student/disability/documents/alterapp.pdf> or at the Office of Disability Services.

## On-Campus Resources

**Abby's House:** **Abby's House** is a group of students, staff, faculty, and community members whose goal is to operate a Center for Women and Families at Western Oregon University. We serve as a Resource and Referral Center and a community connector. For more information, contact Jeanne Deane in HSS 231A or by phone, **(503) 838-8288**, or by email, **deanej@wou.edu**

**Academic Advising and Learning Center:** Our goal is to help Western students acquire and maintain skills necessary to become confident, successful college students. Services include:

- Academic tutoring with peer students
- Study areas & study group assistance
- Study skills evaluations and resources
- Preparation materials for standardized tests (CBEST, NTE, MSAT, GRE, etc.)

Tutoring assistance is offered in most academic subjects by peer tutors who have been recommended by faculty. The tutor's goal is to help students improve their knowledge, and develop better study habits. Students must be currently enrolled in the requested class at WOU for tutoring. The Academic Advising and Learning Center is located in APSC 401. Contact the Academic Advising and Learning Center at **(503) 838-8428** or by email at **advising@wou.edu**.

**Financial Aid:** The purpose of the Financial Aid Office is to provide monetary assistance to students who can benefit from higher education by administering student financial aid programs according to federal and institutional regulations. The Financial Aid Office educates students regarding financial aid and scholarships by providing thorough financial aid counseling and financial aid consumer information. By delivering service in a timely, accurate and service-oriented manner, the Financial Aid Office assists the university's recruiting and retention efforts. Contact the Financial Aid office toll free at **1-877-877-1593** or by email at **finaid@wou.edu**.

**Service Learning and Career Development:** The Office of Service Learning & Career Development (SLCD) provides a comprehensive approach to career preparation, professional development, and service to the community through relevant and experiential education opportunities. We aspire to develop aware, engaged, and thoughtful citizens who contribute to the greater community in action, change, and learning. Contact the SLCD at **503-838-8432** or e-mail: **slcd@wou.edu**

**Student Enrichment Program:** The Student Enrichment Program (SEP) provides services and a supportive environment to equip first generation, low income and students with disabilities with skills to be successful in college. The purpose of this federally funded TRiO Student Support Service is to increase the retention and graduation rates of this student population.

The Student Enrichment Program is a federally-funded TRiO program providing 325 eligible students with academic support services to assist them in successfully obtaining a bachelor's degree from Western Oregon University. SEP students benefit from academic, career and personal advising; comprehensive degree planning; assistance in completing financial aid forms, scholarship applications, graduate school applications, basic math instruction to provide the skills needed to enroll in math courses that fulfill degree requirements, and access to social and cultural activities. The program offers three courses for credit: ICS 103-"Becoming a Master Student;" ICS 105- "Critical Thinking;"; and ICS 106-"Career Planning" as well as Summer Bridge, a week long, residential orientation program. Contact SEP by phone at **503-838-8550** or e-mail: **sep@wou.edu**.

**Student Clubs and Organizations:** Western Oregon University encourages membership in student organizations and clubs as a great way to enhance a student's experience while attending the university. There are many various organizations and clubs on campus that reflect a wide range of interests. Club activities may encompass but are not limited to a student's interest in popular culture, sports, academics, politics, religion, multicultural diversity, as well as service and social events. Visit the student clubs website **<http://www.wou.edu/student/club/>**.

**Student Government (ASWOU):** ASWOU is an organization designed to encompass all of the students at Western Oregon University (WOU). The student government is tasked with advocating for students' rights to the WOU administration as well as the state of Oregon.

Structured like the federal government, ASWOU consists of three branches: Executive, Legislative, and Judicial. The executive branch consists of the President and Vice President as well as the cabinet staff structured to assist students from all around campus. The legislative branch is the Senate body credited with being the biggest and most diverse group of representatives. The judicial branch is responsible for interpreting the ASWOU constitution and running the elections held annually. Contact ASWOU at **503-838-8303**.

**Student Health and Counseling Center:** Our professional staff provides students at WOU with quality primary health care, information, referral services, counseling and educational services. The mission of the Western Oregon University Student Health and Counseling Center is to provide access to high quality, affordable primary outpatient health care, preventative health care, individual and group counseling, consulting, workshops, and education. Contact the Student Health and Counseling Center by phone at **503-838-8313** or email at **studenthealth@wou.edu**

**University Housing & Campus Dining:** The Office of University Housing and Campus Dining seeks to provide a healthy, supportive, and sustainable community living-learning experience by encouraging and educating our students and staff to adapt to an evolving society; grow personally and academically; and recognize their impact as responsible and inclusive citizens. Contact the University Housing and campus Dining department at **503-838-8311** or by email at **housing@wou.edu**.

**Writing Center:** The Writing Center is the only academic support unit on campus specifically designed to promote student development and success as college writers. The consultant team is available to assist both in person and online with writing projects for any course and any level of instruction. Utilize Writing Center services at a variety of stages in your writing processes:

- understanding assignment directions
- brainstorming ideas
- creating "maps" or outlines
- checking to see that the project specifically meets the directions specified by the instructor
- exploring practical routes for revision and development
- adhering to format and style guides (e.g., AAA, APA, APSA, CBE, Chicago, and MLA)

While tutors avoid "fixing" writing, they do help students become conscious of, and proactive about, particular error patterns that emerge in written work. Additionally, the Writing Center maintains a library of reference texts and take-home handouts. The Writing Center also offers supplemental instruction (WCSI) to help develop the writing skills that professors expect. Contact the Writing Center by phone **503-838-8286** or e-mail: **writingcenter@wou.edu**

## **Video Phones (VP) on Western's Campus for Public Use**

### APSC VP

VP: Sorenson VP200

Location: Computer Lab 101

Direct VP #: 1-866-684-7052

### Education Building VP

VP: Sorenson VP200

Location: Computer lab in 1<sup>st</sup> floor

Direct VP#: 1-866-971-9630

### Office of Disability Services VP

VP: Sorenson VP200

Location: APSC 405

Direct VP#: 1-866-472-1040

### Hamersley Library VP

VP: Sorenson VP200

Location: 2<sup>nd</sup> floor East side Window Bay

Direct VP#: 1-866-971-5887

### Werner University Center VP

VP: Sorenson VP200

Location: 1<sup>st</sup> floor stairwell

Direct VP #: 1-888-671-8026

## **OFF-Campus Resources**

Alcohol Abuse Crisis Center  
1-800-333-2294

Bookshare.org  
[www.bookshare.org](http://www.bookshare.org)

Commission for the Blind  
670 Church St SE  
Salem OR 97310  
503-378-8479  
[www.state.or.us/agencies.ns/58500/index.html](http://www.state.or.us/agencies.ns/58500/index.html)

Drug Abuse Action Helpline  
1-800-888-9383

Marion County Mental Health Crisis Line  
503-585-4949

Mobility International USA (MIUSA)  
PO Box 10767  
Eugene OR 97440  
541-343-1284 (V/TTY)  
Email: [miusa@igc.apc.org](mailto:miusa@igc.apc.org)

Oregon Relay Service  
1-800-735-2900 (TTY)

Oregon State Disabilities Commission  
Administrative Office  
1257 Ferry St SE  
Salem OR 97310  
503-378-3142 (V/TTY)

Oregon State Library  
Talking Book and Braille Services  
Salem OR 97310  
Customer Service: 1-800-452-0292  
[www.osl.state.or.us/tbabs/tbabs.html](http://www.osl.state.or.us/tbabs/tbabs.html)

Recording for the Blind and Dyslexic (RFB&D)  
20 Roszel Road  
Princeton NJ 08540

Customer Service: 1-800-221-4792  
[www.rfb.org/](http://www.rfb.org/)

Sable House (women's shelter)  
PO Box 783  
Dallas OR 97338  
503-623-4033

Senior and Disabled Services  
163 SW Academy St  
Dallas OR 97338  
503-831-0581

Social Security Administration  
530 Center St NE, Ste. 530  
Salem OR 97301  
1-800-772-1213

Technology Access for Life Needs (TALN)  
3070 Lancaster Drive NE  
Salem OR 97305  
1-800-677-7512 (V/TTY) (Oregon Only)  
503-361-1201 (V/TTY)  
Email: [ati@orednet.org](mailto:ati@orednet.org)

Vocational Rehabilitation Division  
Marion – Polk Office  
District operations  
1701 Liberty St SE  
Salem OR 97310  
503-378-5334 (V)  
503-378-2483 (TTY)

## **Video Relay Resources (VRS)**

Sorenson Video Relay Services

[www.SorensonVRS.com](http://www.SorensonVRS.com)

Hearing individuals can call a Deaf/Hard of Hearing signing individual via an interpreter:

1-866-327-8877

Sorenson IP Relay (SIP Relay): Create an account at [www.mysorenson.com](http://www.mysorenson.com)

Hands On VRS Powered by Purple

[www.hovrs.com/VRS\\_SSL/hovrs.aspx](http://www.hovrs.com/VRS_SSL/hovrs.aspx)

Hearing individuals can call a Deaf/ Hard of Hearing signing individual via an interpreter:

1-877-467-4877

IP Relay: [www.ip-relay.com](http://www.ip-relay.com)

Sprint Relay Services

[www.sprintvrs.com](http://www.sprintvrs.com)

AT&T Video Relay Service

[www.attvrs.com](http://www.attvrs.com)

## **Student Grievance Procedure**

Dear Student:

Attached you will find the procedures for filing a complaint or a more formal grievance at Western Oregon University. You will find that they are very explicit about the steps that are to be followed. The reason for this is that the Student Grievance Committee and the WOU community are concerned with the protection of the rights of students, staff and professors. This necessitates the very careful process for filing complaints and/or grievances.

We suggest that you consider having a member of the Office of the Vice President for Student Affairs advise you as you comply with the early steps of the procedure. This person can act as a personal support, even though they cannot act in support of your complaint. Notice that in the complaint stage of this procedure, you may ask for a mediator to help you with the dispute. The mediator will be chosen from a list of certified mediators on campus and must be satisfactory to both you and the staff or faculty member involved. Once this person is chosen, he or she will arrange the mediation session.

Although the procedure for resolving a complaint does not require a written narrative account of the situation, we suggest that you write it out and take it with you as you begin the process of talking with the various individuals. It will help you be clear in your concerns and the people you must talk to will appreciate the organized quality of your approach. An academic grievance always involves differential and harmful treatment. It does not involve perceived rude treatment, classroom style or general grading policies. For example, you may not like a particular professor's classroom style or grading practices as a whole, but this does not constitute grounds for a grievance. However, you may use the complaint process to talk with and administrator about your perception of inappropriate behavior. Please do not demand apologies or sanctions for those involved. The WOU/AFT contract for faculty and the administrative rules for the State of Oregon have procedures that must be followed if the Student Grievance Committee and the Administration find in your favor. Usually the resolution of your complaint or grievance involves resolution of your problem; not further punishment of those involved.

Sincerely,

The Student Grievance Committee

Western Oregon University

## STUDENT GRIEVANCE PETITION

NOTE: The Student Grievance Procedure requires that the student must first discuss and attempt to resolve any complaint with the faculty or staff member, the division chair, other appropriate administrator or with the assistance of a mediator provided by the university. **If the complaint is about a grade, the student must see the faculty member first.**

FULL LEGAL NAME:

LOCAL ADDRESS:

LOCAL PHONE NUMBER:

PARTIES INVOLVED:

NATURE OF THE GRIEVANCE: Please explain in detail all circumstances relating to the grievance, using the back of this page and additional sheets of paper if necessary. Please Type of possible. All information pertaining to your petition will be kept confidential.

SIGNATURE

DATE

## STUDENT GRIEVANCE PROCEDURE

### PREAMBLE

It is hoped that minor differences can be resolved without recourse to the procedure listed below. However, there may be situations where a more formal procedure of this type may be necessary. This procedure is intended to settle disputes through mediation and reasoned discussion. This procedure is not intended to be judicial or quasi-judicial in nature. It is not intended to supplant the administrative rules of the college or any provisions of the collective bargaining agreement between the faculty and the college. For other types of grievances, including sexual harassment and discrimination, other grievance procedures and administrative rules may apply. \* **Students who intend to file a complaint or an academic or nonacademic grievance must follow the steps below in the order they are listed. A complaint or grievance must be filed not later than 90 days after the alleged incident.**

### DEFINITIONS:

**COMPLAINT:** A complaint is defined as a spoken informal dissatisfaction over an alleged unjust or inequitable act or omission on the part of the institution or a representative of the institution.

**ACADEMIC GRIEVANCE:** An academic grievance is defined as a written formal assertion that a student believes he/she has been harmed by being treated arbitrarily or differently from other students in the same classroom setting.

**NON-ACADEMIC GRIEVANCE:** A non-academic grievance is defined as a written formal assertion that a student believes that he/she has been dealt with arbitrarily, differently or in ways which violate established laws, rules, procedures, or past practices by the university as a whole or any unit or agency or function thereof and in a manner that has caused harm to the student.

**CONFIDENTIALITY:** It is understood that committee members, faculty, and administrators involved in the discussion of complaints or grievances will maintain professional standards of confidentiality.

### RESOLVING A COMPLAINT:

**STEP ONE:** The student must first discuss and attempt to resolve any complaint with the faculty or staff member, the division chair, other appropriate administrator or with the assistance of a mediator provided by the university. **If the complaint is about a grade, the student must see the faculty member first.** If the complaint is not about grades and the student does wish to meet with the faculty or staff member, division chair or appropriate administrator, the student may request mediation services. The student may be aided by the Office of the Vice President for Student Affairs in following procedures correctly or in requesting the services of a mediator.

#### INITIATING A GRIEVANCE:

STEP TWO: If a complaint is not resolved at Step One and the student wishes to continue the process, the student must present a written grievance petition to the faculty member involved and to the appropriate Dean (in the case of an academic grievance) or the staff member involved and the appropriate administrator of the college unit, agency or function (in the case of a non-academic grievance). The faculty member or staff member may respond in writing to the appropriate Dean or administrator. The Dean or administrator will respond in writing to the students within ten school days of receiving the grievance petition. The Dean or administrator will send copies of the response to the faculty member or staff member.

STEP THREE: If after step two the grievance remains unresolved and the student wishes to pursue the matter, the student must forward to the student grievance committee the grievance petition and the Dean's or administrator's written response within ten school days of receiving that response.

STEP FOUR: The Student Grievance Committee will review the petition and the Dean's or administrator's response within ten school days of their receipt and determine if there is a basis for a grievance. Should the committee determine there is no basis for a grievance, the faculty or staff member, and the Dean or appropriate administrator will be notified in writing of its decision.

STEP FIVE: If the committee determines that a basis for a grievance may exist, the committee will schedule a meeting with the student, faculty or staff member and/or appropriate Dean, administrator and/or division chair involved within ten school days and will hear the explanations of the case at that time. The committee will attempt to resolve the grievance. If the grievance cannot be resolved, the committee will forward its written recommendation of whether a basis for a grievance exists to the Provost and request that the Provost make an appropriate response to resolve the grievance. The committee will also forward copies of its recommendation to the student, the faculty or staff member, and Dean or appropriate administrator.

\* Alternative procedures exist for situations in which a student is charged with a violation under the Code of Student Responsibility, is alleging discrimination on the basis of race, national origin, religion, sex, age, disabling condition or marital status, or is alleging sexual harassment. For more formal procedures relating to such situations, see OAR 574-010-0075 through 574-010-0085 for discrimination complaints, see WOU's Code of Student Responsibility for conduct complaints, and contact the Human Resources director/Affirmative Action officer for sexual harassment concerns or complaints. Assistance with these procedures may be obtained in the Vice President for Student Affairs office.

Final Draft November 10, 1994

Updated April 1, 1997

Updated June 28, 2001

Updated September 21, 2009

# Frequently Asked Questions

## **What is a disability?**

A disability is an impairment that substantially limits a major life activity. Examples of major life activities include walking, listening, reading, and learning.

## **Do I need to tell anyone about my disability?**

It is your choice whether or not to disclose your disability. If you want to receive accommodations, you must provide documentation of your disability to the Office of Disability Services (ODS). Professors are notified that you are working with our office, but specifics of your disability are not shared.

## **How does Western use information about my disability?**

The Office of Disability Services needs sufficient information in order to determine eligibility and effective accommodations for each student. We may use non-identifying information about your disability to gather statistical information for planning and allocation of resources.

## **Why are my accommodations/services different than when I was in high school?**

Accommodations in a postsecondary education are governed by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. The Individuals with Disabilities Education Act (IDEA) is no longer applicable. It is important to understand the differences between the laws and the new rights and responsibilities you have while attending a postsecondary institution. For more information about the differing laws please visit the following website :

<http://www2.ed.gov/about/offices/list/ocr/transition.html>

Accommodations are determined on an individual basis, based on the students needs in a postsecondary education setting coupled with appropriate disability related documentation and an application for services with the Office of Disability Services.

## **If I was just approved on the first of the month, can my accommodations be retroactive for the prior month or term?**

Accommodations cannot be provided retroactively. Additionally, accommodations are provided only for the current term the student is enrolled.

### **How long are my records maintained in the Office of Disability Services?**

The Office of Disability Services will keep your records for 7 years from the last date of service with our office. After seven years with no contact or request for services the Office of Disability Services destroys your file.

### **Will my transcripts indicate that I received accommodations?**

No. Your transcripts will not show that you have received any accommodations for any of your classes.

### **Are there scholarships for students with disabilities?**

Absolutely! Please check out the following sites: (Please note, this list is not exhaustive and we make every effort to keep this list updated. If a scholarship program has discontinued, please let us know and we will update our list)

#### **General**

Disaboom Scholarship Network  
[www.disaboom.com/scholarships/](http://www.disaboom.com/scholarships/)

Incight Go Getter Scholarship  
971-244-0305 or [www.incight.org/scholarship\\_links.php](http://www.incight.org/scholarship_links.php)

Lime Scholarship  
Google & Lime or [www.limeconnect.com/google.html](http://www.limeconnect.com/google.html)

Paul G. Hearne Leadership Award  
800-840-8844 or [www.aapd-dc.org/DMD?PaulHearneAward.html](http://www.aapd-dc.org/DMD?PaulHearneAward.html)

Proyecto Vision  
[www.proyectovision.net/english/opportunities/scholarships.html](http://www.proyectovision.net/english/opportunities/scholarships.html)

Student Award Program  
Foundation for Science and Disability, Inc.  
[www.as.wvu.edu/~scidis/organize/fsdinfo.html](http://www.as.wvu.edu/~scidis/organize/fsdinfo.html)

#### **Hearing Loss/Deafness**

Hard of Hearing and Deaf Scholarship  
Sertoma International  
816-333-8300  
<http://www.sertoma.org/NETCOMMUNITY/Page.aspx?pid=344&srcid=190>

Minnie Pearl Scholarship Program  
The EAR Foundation  
800-545-7373 (HEAR)  
615-627-2724 (voice/TDD)  
<http://www.earfoundation.org/>

William C. Stokoe Scholarship  
National Association of the Deaf: Stokoe  
(301) 587-1789 (TTY)  
<http://www.nad.org>

### **Visual Impairments**

ACB Scholarship  
American Council of the Blind  
202-467-5081  
<http://www.acb.org/>

AFB Scholarships  
American Foundation for the Blind  
800-232-5463  
<http://www.afb.org/scholarships.asp>

CCLVI Scholarships  
Council of Citizens with Low Vision International  
800-733-2258  
<http://www.cclvi.org/>

CRS Scholarship  
Christian Record Services for the Blind  
402-488-0981  
<http://services.christianrecord.org/scholarships/index.php>

Ferrell Scholarship  
Association for Education and Rehabilitation of the Blind and Visually Impaired  
877-492-2708  
<http://www.aerbvi.org/modules.php?name=Content&pa=showpage&pid=77>

Guild Scholar Award  
Jewish Guild for the Blind  
212-769-7801  
<http://www.jgb.org/guildscholar.asp>

Lighthouse Scholarships  
Lighthouse International  
212-821-9428  
<http://www.lighthouse.org/aboutus/lighthouse-events/scholarships-and-career-awards/>

Mary P. Oenslager Scholastic Achievement Award  
Recording for the Blind and Dyslexic  
609-452-0606  
[http://www.rfbd.org/applications\\_awards.htm](http://www.rfbd.org/applications_awards.htm)

NFB Scholarships  
National Federation of the Blind  
404-371-1000  
[http://www.nfb.org/nfb/scholarship\\_program.asp](http://www.nfb.org/nfb/scholarship_program.asp)

### **Physical/Mobility Impairments**

1800Wheelchair.com  
800-320-7140  
<http://www.1800wheelchair.com/Scholarship/>

AmeriGlide Achiever Scholarship  
AmeriGlide  
800-790-1635  
<http://www.ameriglide.com/scholarship/>

ELA Foundation Scholarship  
Ethel Louise Armstrong Foundation  
626-398-8840  
<http://www.ela.org/scholarships/scholarships.html>

National Chair Scholars Scholarship  
ChairScholars Foundation  
813-920-1981  
<http://www.chairscholars.org/nationalprogram.htm>

National MS Society Scholarship Program  
National Multiple Sclerosis Society  
800-344-4867  
<http://www.nationalmssociety.org/living-with-multiple-sclerosis/society-programs-and-services/scholarship/index.aspx>

SBA Scholarship Program  
Spina Bifida Association of America  
202-944-3285 ext. 23  
<http://www.spinabifidaassociation.org/>

## **Health Impairments**

HFA Educational Scholarship

Hemophilia Federation of America

800-230-9797

<http://hemophiliafed.org/programs-and-services/educational-scholarships/>

IDF Scholarship Program

Immune Deficiency Foundation

800-296-4433

[http://www.primaryimmune.org/patients\\_families/scholarship.htm](http://www.primaryimmune.org/patients_families/scholarship.htm)

Kevin Child Scholarship

National Hemophilia Foundation

800-424-2634 ext. 3700

<http://www.hemophilia.org/NHFWeb/MainPgs/MainNHF.aspx?menuid=53&contentid=35>

Pfizer Epilepsy Scholarship Award

Intra Med Educational Group

800-292-7373

<http://www.epilepsy-scholarship.com>

Scholarships for Survivors Program

Patient Advocate Foundation

800-532-5274

<http://www.patientadvocate.org/events.php?p=69>

Solvay Cares Scholarship

Solvay Pharmaceuticals

770-578-5836

<http://www.solvaycaresscholarship.com/>

Ulman Cancer Fund for Young Adults

888-393-3863 (FUND)

<http://www.ulmanfund.org/Services/Scholarship/20092010ScholarshipProgram/tabid/565/Default.aspx>

## **Learning Disabilities**

Ann Ford and Allegra Ford Scholarship

National Center for Learning Disabilities

888-575-7373

<http://www.nclld.org/about-us/scholarships-aamp-awards/the-anne-ford-and-allegra-ford-scholarship-award>

Anne & Matt Harbison Scholarship  
P. Buckley Moss Society  
540-943-5678  
<http://www.mossociety.org/page.php?id=30>

Learning Through Listening Award  
Recording for the Blind and Dyslexic  
609-452-0606  
[http://www.rfbd.org/applications\\_awards.htm](http://www.rfbd.org/applications_awards.htm)

Hydrocephalus Association  
415-732-7040  
[http://www.hydroassoc.org/education\\_support/scholarships](http://www.hydroassoc.org/education_support/scholarships)

### **Mental Health**

Lilly Reintegration Scholarship  
800-809-8202  
<http://www.reintegration.com/>

# Appendix A – Policies

Policy:  <p style="text-align: center;"><b>Disability Accommodation</b></p>	
Issuing Department:  <p style="text-align: center;"><b>Office of the President</b></p>	
Date last revised:  <p style="text-align: center;"><b>March 2011</b></p>	

**PURPOSE**

Western Oregon University is committed to nondiscrimination in the delivery of its programs, services and facilities to persons with disabilities.

**POLICY**

Western Oregon University must comply with basic nondiscrimination requirements that prohibit exclusion, segregation and unequal treatment. Western Oregon University also must comply with specific requirements related to architectural standards for new and altered buildings; reasonable modifications to policies, practices and procedures; effective communication with people with hearing, vision, or speech disabilities; and other access requirements.

Additionally, WOU, as an institution subject to Title II of the Americans with Disabilities Act (ADA), must ensure accessibility to all of its programs and services. Program accessibility may be accomplished by approved accommodations, academic adjustments and/or auxiliary aids. Once accommodations, academic adjustments and/or auxiliary aids have been approved by the Office of Disability Services, faculty or staff may not differentiate, segregate, or circumvent approved accommodations to disabled students in such a way that limits their participation in WOU programs or requires specific forms of communication unless such alteration provides the same benefits to disabled students as they do to non-disabled students and is approved by the Office of Disability Services. Faculty or staff with questions

about approved accommodations, academic adjustments and/or auxiliary aids are welcome to contact the Office of Disability Services.

## **PROCEDURES**

Western Oregon University shall inform persons with disabilities in a timely manner of their right to request and receive reasonable accommodations. Such notification will be provided verbally in announcements and/or written material regarding university programs, activities and services. The Office of Disability Services shall coordinate and provide reasonable accommodations for students and community members. All presentations, forms, and brochures shall be made available in alternate format upon request. The University shall provide annual training to faculty and staff on workforce diversity which shall include nondiscrimination on the basis of disability.

## **AUTHORITY**

Western is in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans With Disabilities Act (ADA) of 1990, ADA Amendments Act 2009 and Oregon Revised Statute 659.405.

## **RESPONSIBILITY**

Complaints alleging discrimination in the delivery of its programs, services and facilities to persons with disabilities should be brought to the attention of the Director of the Office of Disability Services. The Director of the Office of Disability Services and the University's ADA Coordinator are available to assist in resolving a request or complaint.

In addition, students and community members may file a complaint or grievance. For questions regarding Western Oregon Universities grievance and complaint procedure please contact Vice President for Student Affairs office.

Date of next review: <b>March 2013</b>
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Alternate formats of this policy are available from the Office of Human Resources.

Policy:  <p style="text-align: center;"><b>Qualified Interpreter and Interpreter utilization policy</b></p>	
Issuing Department:  <p style="text-align: center;"><b>Office of Disability Services</b></p>	
Date last revised:  <p style="text-align: center;"><b>March 2011</b></p>	

**PURPOSE**

Western Oregon University is committed to nondiscrimination in the delivery of its programs, services and facilities to persons with disabilities.

**POLICY**

The Americans with Disabilities Act, a federal civil rights law prohibiting discrimination against individuals with disabilities, requires that individuals needing sign language interpreting services receive them from qualified interpreters. The federal regulations define “qualified interpreter” very specifically as, “... an interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.” It is the responsibility of the individual who is seeking interpreter services to request such services. Community members and students need to request from the Office of Disability Services. Faculty and staff members need to make their request to the department of Human Resources.

Interpreters will interpret the class which matches the primary language of the class for those who qualify and are approved for accommodations. Interpreters will provide interpretation services for those students, faculty or community members who are Deaf or Hard of Hearing whose primary mode of communication access is American Sign Language or other modes of sign language such as PSE or SEE. For those participants whose native language is English but would prefer to utilize American Sign Language, interpreters will not provide translation or interpretation unless the primary language of the course is

American Sign Language. In such circumstances when the primary language source of the classroom is American Sign Language then the interpreters will voice for those who sign and sign for those who do not sign.

## **PROCEDURES**

Western Oregon University shall inform persons with disabilities in a timely manner of their right to request and receive reasonable accommodations. Such notification will be provided verbally in announcements and/or written material regarding university programs, activities and services. The Office of Disability Services shall coordinate and provide reasonable accommodations for students and community members, upon request. All presentations, forms, and brochures shall be made available in alternate format upon request. The University shall provide annual training to faculty and staff on workforce diversity which shall include nondiscrimination on the basis of disability.

## **AUTHORITY**

Western is in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans With Disabilities Act (ADA) of 1990, ADA Amendments Act 2009 and Oregon Revised Statute 659.405.

## **RESPONSIBILITY**

Complaints alleging discrimination in the delivery of its programs, services and facilities to persons with disabilities should be brought to the attention of the Director of the Office of Disability Services. The Director of the Office of Disability Services and the University's ADA Coordinator are available to assist in resolving a request or complaint.

In addition, students and community members may file a complaint or grievance. For questions regarding Western Oregon Universities grievance and complaint procedure please contact Vice President for Student Affairs office.

Date of next review: <b>March 2013</b>
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Alternate formats of this policy are available from the Office of Human Resources.

Policy:	
<b>Service Animals</b>	
Issuing Department:	
<b>Office of Disability Services</b>	
Date last revised:	
<b>March 2011</b>	

**PURPOSE**

The Office of Disability Services (ODS) provides reasonable accommodations, academic adjustments and auxiliary aids to ensure that students and community members with disabilities have access to Western Oregon University and its programs. The Office of Human Resources provides reasonable accommodations and auxiliary aids to faculty and staff.

**POLICY**

The ADA defines a service animal as “any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. The ADA authorizes places of public accommodation to impose restrictions if it is a safety requirement.

The “ADA contains no blanket policy mandating the places of public accommodation permitting service animals under all circumstances”. (Kincaid, 1966, p. 16). With regard to a university/college, there may be possible restrictions of service animals in clinical practice of nursing and health sciences programs, in food services programs, or in laboratories that can pose a safety risk. These exceptions would need to be considered individually to determine whether the service animal poses a possible danger, and if other reasonable accommodations can be provided.

It is the handler’s responsibility to ensure the safety of the animal, the individual and other people participating. While legal access rights are afforded to users of assistance animals, with that comes the responsibility of ensuring that the animal behaves and responds appropriately at all times in public and that the partner/handler, as a team, are to adhere to the same socially acceptable standards as any individual in the community.

**PROCEDURES**

**Definitions:**

**Therapy or Companion animal-** An animal who provides a sense of wellbeing, comfort, affection and/or motivation. They are not trained and not afforded the legal protections of service animals. These animals are not trained to assist an individual with a disability in the activities of daily living and are not specifically covered by this policy nor under the Americans with Disabilities Act or Section 504 of the Rehabilitation Act.

Note: Office of University Residences does not allow any pets or animals to live in the University residence halls or apartments, with the exception of: 1) fish in an aquarium no larger than 10 gallons or 2) Service animals. University Residences will provide reasonable accommodations for students with service animals (i.e. rooms/apartments with exterior entrances).

**Service animal-** Any animal individually trained to do work or perform tasks for the benefit of a person with a disability. The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. "Seeing eye dogs" are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. But there are service animals that assist persons with other kinds of disabilities in their day-to-day activities. Some examples include:

- Alerting persons with hearing impairments to sounds.
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.
- Assisting persons with mobility impairments with balance.

#### **Documentation Requirement:**

A student with a disability shall provide ODS with documentation from the student's appropriate service provider (e.g. Specialist, Psychologists, Medical) that verifies the need for a service animal. A staff member with a disability shall provide the Office of Human Resources with documentation for the staff member's appropriate service provider. This documentation need not disclose the details of the disability, nor provide a detailed medical history, if the sole purpose for the request is for use of a service animal.

If the student is requesting the service animal to live with the student in the residence halls or apartments, the documentation must establish that the service animal is necessary in order for the student to be able to function within and use on campus residences and/or university facilities and activities. A student who wishes to have a service animal in the University Residences must make the request by submitting a petition to the Office of University Residences. The petition will be reviewed within ten days, and if approved, The Office of University Residences will provide a reasonable accommodation for the student and the service animal.

The student, community member or staff member is responsible for maintaining the following:

Service animal health: The animal must be up to date on all required vaccinations and evidence of such shall be provided by the student if requested. The animal shall be well groomed including appropriate flea and odor control.

Service animal licensing: All service animals must wear tags appropriate to the municipality in which the student holds a permanent address.

Training requirement: Written confirmation may be requested to demonstrate that the animal has been trained to work or perform tasks for the benefit of a person with a disability.

### **Responsibilities**

The individual with a disability, the handler, is responsible for the care and supervision of his or her service animal and must maintain full control of the animal at all times. This may include controlling the animals grooming, feeding, and toilet behavior within appropriate and healthy guidelines. Services animals are trained to remain in close proximity to their handler and not to display disruptive behaviors or noises (barking, growling, or whining) and should remain on a harness or leash at all times. The handler is financially responsible for property damage causes by his or her service animal.

### **AUTHORITY**

Western Oregon University is in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) 1990, ADA Amendments Act 2008 and Oregon Revised Statute 659.405.

### **RESPONSIBILITY**

Office of Disability Services and Vice President for Student Affairs

Office of Human Resources

Date of next review: <b>March 2013</b>
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Alternate formats of this policy are available from the Office of Disability Services.

Policy:  <b>Disability Documentation</b>	
Issuing Department:  <b>Office of Disability Services</b>	
Date last revised:  <b>March 15, 2011</b>	

**PURPOSE**

The Office of Disability Services (ODS) provides reasonable accommodations, academic adjustments and auxiliary aids to ensure that students and community members with disabilities have access to Western Oregon University and its programs.

**POLICY**

In order to receive accommodations, academic adjustments and/or auxiliary aids, students must provide the Office of Disability Services with documentation of their disability related to requested accommodations. Documentation must be from a certified professional in the field of the disability. An individual with a disability is a person, who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, being regarded as having such impairment.

**PROCEDURES**

Major life activities include but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working. Major life activities also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

Documentation must be provided by a certified professional in the field of the disability. Documentation shall include diagnosis, functional limitations, date of onset, medication information as applicable and recommendations for accommodations, academic adjustments and/or auxiliary aids. Documentation received, information gathered in interviews and collected from completed forms containing information regarding disability status shall be confidential.

Examples of acceptable documentation include but are not limited to:

1. Deaf and Hearing Impaired: Audiogram and/or audiologists report.
2. Visually Impaired: Ophthalmologist report documenting eye medical disorder and disease
3. Psychological Disability: Diagnosis from DSM IV
4. Medical Disability: Documentation of disease, illness, or impairment.
5. Learning Disability: refer to policy "Learning Disability Eligibility" for detailed information

## **AUTHORITY**

Western Oregon University is in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) 1990, ADA Amendments Act 2008 and Oregon Revised Statute 659.405.

## **RESPONSIBILITY**

Office of Disability Services and Vice President for Student Affairs

Date of next review: <b>March 2013</b>
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Alternate formats of this policy are available from the Office of Human Resources.

Policy:  Learning Disability Eligibility	
Issuing Department:  Office of Disability Services	
Date last revised:  March 2011	

## PURPOSE

The Office of Disability Services (ODS) provides reasonable accommodations, academic adjustments and auxiliary aids to ensure that students and community members with disabilities have access to Western Oregon University and its programs. Purpose of this policy is to outline the requirements and documentation needed to receive services for learning disabilities.

## POLICY

In order to receive accommodations, academic adjustments, and / or auxiliary aids at Western Oregon University a student must complete the *Application for Services* form and provide appropriate documentation of his / her learning disability. Once a student has submitted the information listed above, the Director of the Office of Disability Services will review the information, interact with and obtain additional information from the student as needed, and grant accommodations, academic adjustments and / or auxiliary aids based on the information presented. Accommodations, academic adjustments and auxiliary aids for students with learning disabilities are not designed to provide remediation, but instead are designed to accommodate the student's particular disability.

The term "learning disability" does not include students who have learning problems which are primarily the result of visual, hearing, or motor disabilities, mental retardation, emotional disturbance, or environmental, cultural, or economic disadvantage. "Learning disability" means a disorder in one of the basic psychological processes involved in understanding or in using language, spoken or written, which may manifest itself in an impaired ability to listen, speak, write, spell, reason, or do any mathematics calculations. The term includes such conditions as perceptual disabilities, brain injury, minimal brain dysfunction, dyslexia, and developmental aphasia (Taken from Federal Register 8-77 and EDAPA 08.02.15.l.i.j.).

## PROCEDURES

### Learning Disability Documentation:

1. It must be remembered that no single evaluation instrument or procedure may be used to determine whether or not a person possesses a learning disability.
2. Must meet requirement A or B:
  3. Documentation of previous services for a learning disability at a college or university, and testing within the past three years as an adult including: cognitive ability, achievement levels, and possible processing deficits (i.e., auditory memory, visual-spatial, attention, etc.); or
  4. If traditional age student (i.e. upon completion of high school planning to enter college), testing within the past three years (recent IEP acceptable with accompanying test data), among other things, showing a discrepancy between expected level of performance and actual performance level is acceptable (recent IEP is acceptable with accompanying test data). Students should identify the specific learning disability the school is using to determine IEP eligibility and an indication of the student's strengths and weaknesses and accommodations used.

Students with specific questions about eligibility under this section should work with the Office of Disability Services.

## AUTHORITY

Western Oregon University is in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) 1990, ADA Amendments Act 2008 and Oregon Revised Statute 659.405.

## RESPONSIBILITY

Office of Disability Services

Date of next review: March 2013
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Alternate formats of this policy are available from the Office of Human Resources.

# Appendix B –Responsibilities and Requirements

## Working with Interpreters: Student Responsibilities

- Each term request accommodations using AIM.
- Communicate your language preference/signing needs to the interpreters assigned to your classes.
- If you would like to participate in campus events (extra-curricular, sports, club, leadership, etc) make a request for an interpreter 72 hours in advance of the event. A miscellaneous request form is available at ODS.
- The following information must be included in your request to begin the process:
  - date (Tuesday, July 27, 2010)
  - start and end time (8-10am)
  - what the event is (comedian)
  - where the event is happening (WUC, Santiam Room)
  - a brief explanation of the event (Homecoming Weekend comedian)
  - your contact information (jsmiley10@wou.edu)
  - contact information for the facilitator of the event
- Please notify the Interpreter Coordinator/ODS if you are sick and will not be attending class a minimum of 24 hours in advance. In addition, please contact the Interpreter Coordinator/ODS if you are running more than 15 minutes late for a class or a misc. event.
- In class choose a seat that is a good distance and has an accessible sight line.
- Collaborate with the interpreters assigned to your class or event on the best place to position themselves regarding light, distance, background and sight line.
- The student is responsible to prepare for class. This includes vocabulary, concepts, etc that are provided to all students who are attending the class.

## Protocol for Interpreter Concerns:

If a student has difficulty understanding an interpreter, here is the procedure to follow:

1. Determine what is causing the difficulty in understanding the interpreter:
  - Concepts and grammar
  - Fingerspelling
  - Sign choices
  - Body movements

2. Approach the interpreter after class and discuss your concerns offering your preferences/suggestions in an appropriate manner.
3. Allow one or two class periods for the interpreter to incorporate your suggestions into their interpreting work.
4. If concerns still exist after this time, contact the Interpreter Coordinator to schedule an appointment to discuss the matter further where the Interpreter Coordinator and you will discuss a plan to resolve the matter as quickly as possible.

## Service Animal requirements for the animal and the handler

### Documentation Requirements

The handler of the service animal will be required to meet with the Director of the Office of Disability Services to provide the following information:

**Licensing** - The animal must meet the licensing requirements of the state of Oregon. (For nonresidents, home state tags may be accepted.)

**Health records** - The animal must have a health statement, including vaccinations from a licensed veterinarian dated within the past year. Generally, legitimate assistance animals are well groomed and receive excellent veterinary care, including an annual checkup. A veterinarian's statement within the past 12 to 15 months as to good health is necessary. Preventative measures should be taken at all times for flea and odor control. Consideration of others must be taken into account when providing maintenance and hygiene of assistance animals.

**Minimum training standards** - Verification that the animal has been individually trained to provide the service/assistance to meet the needs of the student/handler. In Arizona State University Case No. 08-96-2079-B, OCR, rejected a claim because "the student provided no proof to the university or OCR that the dog had been individually trained as required by the ADA."

**Identification** – It is recommended that the animal wear some type of commonly recognized identification symbol, identifying the animal as a working animal, but not disclosing disability.

### Control Requirements

- The animal should be on a leash when not providing a needed service to handler.
- The animal should respond to voice commands at all times, and be in full control of the handler.
- To the extent possible, the animal should be as unobtrusive to other students and the learning environment as possible.

**Exclusion for behavior** - A service animal may be excluded from the campus when that animal's behavior poses a direct threat to the health and safety of others. Although the campus may exclude any service animal that is out of control, it will give the individual with a disability who uses the service animal the option of continuing to enjoy its goods and services without having the service animal on the premises (ADA Today, p.4).

**Consequences for behavior** - When a service animal is determined out of control as reported by students, staff or administration, the infraction will be treated on an individual basis. It is possible that the negative behavior of the animal may lead to exclusion from university facilities.

**To the extent possible, the animal should not:**

- Sniff people, restaurant tables or the personal belongings of others.
- Display any behaviors or noises that are disruptive to others unless part of the service being provided the handler.
- Engage in personal grooming in public settings.
- Block an aisle or passageway for fire egress.

**Public Etiquette to Student with Animal**—General public should avoid:

- Petting a service animal as the animal may be distracted from the task at hand.
- Feeding the service animal.
- Deliberately startling a service animal.
- Separating or attempting to separate a partner/handler from his/her service animal.
- Hesitating to ask a student if she/he would like assistance if there seems to be confusion.

**Areas of Safety** - As cited above, there are certain instances when it may be considered unsafe for animals in such places as medical facilities, laboratories, mechanical rooms or any other place where the safety of the animal or partner/handler may be threatened.

When it is determined unsafe for the team to be in one of these areas, reasonable accommodations will be provided to assure the student equal access to the activity.

Signing the space below acknowledges that you have read, agreed and understood the Service animal requirements for use of Service Animals at Western Oregon University.

---

Student name – please print

Date

---

WOU ODS Representative – Please print

Date

# Appendix C - Forms

**Western Oregon University**

**TypeWell Transcript**

**STUDENT-FACULTY AGREEMENT**



I, \_\_\_\_\_ (Student's name-please print), agree to use all transcripts of class content for educational purposes only. I also agree not to release any course lecture transcription to others, post to websites, sell, or in any way hinder the instructor's ability to obtain a copyright of their intellectual property/lecture content. Some course matter may involve students' personal sharing. In regards to privacy of such matters, the transcript will remain as gender neutral as possible (male student/female student) and specific names may be omitted before the transcript is sent to the student by the transcriber. I also agree to destroy the transcripts at the end of the term after Western Oregon University has posted official grades.

Student V #: \_\_\_\_\_

Prospective Years of attendance: \_\_\_\_\_

ODS staff signature: \_\_\_\_\_

\_\_\_\_\_

Student's Signature

\_\_\_\_\_

Today's Date

# WESTERN OREGON UNIVERSITY

Office of Disability Services • 503-838-8250 V/TTY

## Field Experience Accommodations Request Form

Term/Year \_\_\_\_\_ / \_\_\_\_\_

Name: \_\_\_\_\_ V# \_\_\_\_\_

Phone#: \_\_\_\_\_ Email: \_\_\_\_\_

Preferred Method of Contact:  Phone  Email

Site Name: \_\_\_\_\_

Site Supervisor Name and Number: \_\_\_\_\_

Site location address: \_\_\_\_\_

Room name or Number: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Days, **please provide specific schedule information:**

Monday start time: \_\_\_\_\_ End time: \_\_\_\_\_

Tuesday start time: \_\_\_\_\_ End time: \_\_\_\_\_

Wednesday start time: \_\_\_\_\_ End time: \_\_\_\_\_

Thursday start time: \_\_\_\_\_ End time: \_\_\_\_\_

Friday start time: \_\_\_\_\_ End time: \_\_\_\_\_

Saturday start time: \_\_\_\_\_ End time: \_\_\_\_\_

Sunday start time: \_\_\_\_\_ End Time: \_\_\_\_\_



# OFFICE OF DISABILITY SERVICES

Western Oregon University

Equipment Checkout Form

I, \_\_\_\_\_, understand that the following equipment is on loan to me, and I am responsible for returning all items in good condition and working order. Should a problem arise with any part of the equipment, I will notify the Office of Disability Services immediately for repair or replacement. **I am aware that should this equipment be damaged/lost as a direct result of my actions, I become financially responsible for the repair and/or replacement of said equipment.**

Check all equipment provided:

- Computer - WOU ID# \_\_\_\_\_**  
Jump Drive \_\_\_\_\_
- CD – MP3 Player - WOU ID# \_\_\_\_\_
- Other \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone number: \_\_\_\_\_ # \_\_\_\_\_

\_\_\_\_\_  
Signature

**Western Oregon University**  
**TAPE RECORDING COURSE MATERIAL**  
**STUDENT-FACULTY AGREEMENT**



I, \_\_\_\_\_ (Student's name-please print), agree to use this recording/transcription for educational purposes only. I also agree not to release this course lecture recording/transcription to others, post to websites, sell, or in any way hinder the instructor's ability to obtain a copyright of this lecture content. If this course involves other students' personal sharing that would be inappropriate to record, I understand that I should be prepared to pause the tape recorder occasionally upon request.

Student V #: \_\_\_\_\_

Course Title: \_\_\_\_\_

Term/Year: \_\_\_\_\_

Instructor's Name: \_\_\_\_\_

Instructor's signature \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Student's Signature

Today's Date



Name: \_\_\_\_\_ Date: \_\_\_\_\_

V#: \_\_\_\_\_

Additional accommodations requested or alteration request to currently approved accommodations:

Notetaker \_\_\_\_\_  
Sign Language Interpreter \_\_\_\_\_  
Typewell \_\_\_\_\_  
Testing accommodations \_\_\_\_\_  
    Extended time \_\_\_\_\_  
    1.5x \_\_\_\_\_  
    2.0 x \_\_\_\_\_  
    Limited distraction room \_\_\_\_\_  
    Reader \_\_\_\_\_  
    Scribe \_\_\_\_\_  
    Computer \_\_\_\_\_

Texts in alternate format \_\_\_\_\_  
    Audio \_\_\_\_\_  
    Braille \_\_\_\_\_  
    Other (be specific) \_\_\_\_\_  
    \_\_\_\_\_

Classroom seating:  
    Chair \_\_\_\_\_  
        With arms \_\_\_\_\_  
        Without arms \_\_\_\_\_  
    Cushion seating \_\_\_\_\_  
    Chair with back support \_\_\_\_\_  
    Table \_\_\_\_\_  
    Other (be specific): \_\_\_\_\_  
    \_\_\_\_\_

Reason for additional accommodation or alteration in currently approved accommodations (please be specific):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**\*\*\*If accommodations requested above are approved, such accommodations are eligible for use from the date approved and forward. Newly added accommodations cannot be retroactive to prior terms or classes\*\*\***

(Do not write below, for office use only)

Official Response

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

